

CAREER OPPORTUNITY

Color Ad Packaging is a Winnipeg based leading producer of quality commercial packaging products. We are focused on providing our customers with world-class flexible packaging solutions that are manufactured in a clean and safe work environment.

We are currently seeking to hire an experienced **Customer Service Representative**.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Acts as the primary contact between our customer and production operations
- Enters customer orders and releases into ERP system and verifies accuracy of information
- Updates and maintains customer information files
- Follows through on customer orders to verify compliance with customer commitments
- Manages shipments of final print samples for new jobs
- Manages customer concerns and complaints through written communication and coordination with sales managers and operations
- Manages customer inventory levels and aging inventory in accordance with contract/supply terms and agreements
- Supports the Sales Team in other customer service areas
- Supports aged account collection issues
- Enters and follows up on new orders and arranges new order trial meetings for customer accounts

QUALIFICATIONS, SKILLS & REQUIREMENTS

- Minimum Grade 12 is required;
- Minimum 1 year of experience in a customer service role where demonstrated professionalism is a prime requisite;
- Strong verbal and written communication skills;
- Strong computer skills, with a proficiency in Microsoft Office, and working experience with ERP systems;
- Detail-oriented, with a demonstrated ability to multi-task and manage time effectively;
- Experience in a manufacturing, customer focused and fast-paced environment;
- Works with a continuous improvement mind-set, adopting Lean strategies to identify and implement process efficiencies and procedures

PHYSICAL CAPABILITIES

- Physical demand requires no undue fatigue regarding sitting, standing and walking. Work is conducted in a standard office environment with some minimum time spent on the Production floor.

Color Ad offers a competitive wage and benefits package.

If you meet the qualifications required and if the above position describes your experience and interests, please submit your resume to the Human Resources Department.

We thank all candidates who apply, however, only those selected for further consideration will be contacted for an interview.

Color Ad Packaging is an equal opportunity employer, committed to maintaining a diverse workforce.